

# ADA Paratransit User Guidelines

## **ParaTransit Service**

ParaTransit is a curb to curb van service that is available to qualifying person with permanent or temporary disabilities. ParaTransit is a unique service that is designed for individuals who cannot use Augusta Public Transit's fixed bus route system. ParaTransit is designed to maximize the mobility of persons with disabilities to allow access to shopping centers, medical facilities, educational centers and other areas.

## **Curb to Curb Service**

The object of curb to curb service is to minimize the distance a rider must travel to utilize this service. The Augusta ParaTransit van will pull up as close as possible to the individual's home or their pick-up point. In most situations the rider need only exit their home or other pick up site to board the van. The van will pull up as close as possible when taking riders to their destinations. The driver is not responsible for assisting riders.

## **The Cost**

The cost is double the regular fare of the bus starting at \$2.00 one way. At the time of making your reservations you will be told of the cost of your trip. One (1) personal care attendant (PCA) riding with you may ride for free. The PCA must leave from the same place as the designated rider. Riders are required to have exact change upon boarding the vehicle. Companions may ride when space is available and must pay exact fare.

## **Who Is Eligible To Ride ParaTransit?**

All riders of ParaTransit must be a resident of Richmond County and meet one of the following four (4) categories listed below:

**Category 1:** Any individual who is unable to board, ride, or disembark from any vehicle on the system which is usable and accessible by persons without disabilities, as a result of physical or mental impairment (including vision impairment) and without the assistance of another individual (except a wheelchair lift operator).

**Category 2:** Individuals who can use accessible fixed route transit but can not board at a regular bus stop because deployment of the buses lift is prohibited for safety reasons.

**Category 3:** Individuals whose disability prevents them from traveling to or from a bus stop.

***Category 4:*** Individuals whose disability prevents them from traveling to the designated fixed route bus stops due to an architectural barrier. Architectural barriers include: hills, lack of curb cuts/wheelchair ramps, distance, weather conditions, lack of sidewalk, construction zones, or lack of safe traffic controlled intersections.

#### **Eligibility**

Eligibility is determined by a two-part application. The first part is completed by you or someone designated by you. The second part is completed by a medical professional who knows your medical condition well enough to make an honest assessment of your disability. Once your application is completed, you mail it to:

**Augusta Public Transit  
ADA Office  
1535 Fenwick Street  
Augusta, GA 30904**

#### **Type of Vans Used**

ParaTransit is equipped with wheelchair accessible vans to accommodate all handicapping conditions. The vans are properly equipped with automatic wheelchair lifts, seat belts and tie downs to properly secure each wheelchair.

#### **ParaTransit Service Area**

The service area is within 3/4 mile on either side of the fixed bus routes.

#### **Service Hours**

ParaTransit service hours are comparable to the regular fixed bus route system. If a fixed route does not operate on a certain day, the ParaTransit system does not operate on that day.

#### **Application Process**

The application process takes approximately 21 days of receipt of a completed application. You will receive a letter of approval or disapproval after the 21-day process is complete. If you are considered ineligible, you have the right to appeal this decision. If you wish to appeal, call the Augusta Transit Office.

#### **Scheduling Trips**

You may schedule trips by calling the ParaTransit Office at **821-1819**. Reservations can be made up to fourteen (14) days in advance. You must make your reservation at least by 2:00 p.m. on the day prior to your trip. The deadline for Monday trips is Friday at 2:00 p.m. In the event that no one is available to take your reservation or cancellation, leave the following information on the answering machine:

***Full Name***

***Telephone Number Where You Can Be Reached***

***Time And Date You Are Requesting To Be Picked Up***

***Address Of Pick Up Point***

***Address Of Destination Or Name Of Common Places***

***Return Time***

There is no limit to the number of times in a given period you may use the services provided by ParaTransit.

**NOTE: Reservations are not accepted for same day travel.**

**Negotiated Times**

At times it is necessary to change pick-up times. ParaTransit reserves the right to negotiate your pick-up time within an hour of your requested time (before or after). The ParaTransit Coordinator will make every effort possible to contact you if your time needs to be changed. Because phone contact is not always possible, we ask that you be ready at least 30 minutes prior to your scheduled pick-up time.

*Example:* You have request pick-up at 9:00 a.m., we ask that you be ready by 8:30 a.m.

**Cancellation of Scheduled Trips**

You must contact the ParaTransit Office at 821-1819 at least two (2) hours in advance to cancel a scheduled trip. For emergency cancellations and you cannot reach the office, call 821-1719, this number is only for emergencies. Reservations can only be made through the ParaTransit Office and not at the emergency number. Failure to cancel a trip within two (2) hours will be considered a "No Show."

**No Shows**

The following situations are classified as a no show:

**(1)** An individual is not at the designated pick-up or drop-off point as scheduled when the Paratransit Van arrives to pick them up and the driver has waited five (5) minutes past the scheduled time.

**(2)** An individual's cancellation has not been called in to the ParaTransit Office at least two(2) hours prior to pick up.

Three (3) "No Shows" will result in the suspension of the individual's privilege to ride ParaTransit for a period of thirty (30) days. ParaTransit understands that emergency situations occur in which the individual is unable to contact the office to notify them of a cancellation or delay. In such situations it will be evaluated and the rider may not be marked as a "No Show" for that day. Riders are responsible for paying for "No Shows."

### **Rules of Conduct**

Riders must adhere to rules of conduct. Reported actions of misconduct, including violent or disruptive behavior will be grounds for suspension of service. Anyone found to be acting in an unsafe manner, which might endanger him/herself, other riders, the driver, or vehicle will be terminated from the service immediately. Augusta Public Transit will consider appeals for suspension of service due to misconduct on a case by case basis. The Rules of Conduct apply to anyone who rides on ParaTransit including disabled individuals, companions, and personal care attendants.

I have read, listened to or been read the Augusta Public Transit ParaTransit Guidelines and take responsibility for adhering to the Rules Of Conduct.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**NOTE: Please attach this page to your completed application and keep the guidelines for your records.**